

My husband and I got our VP device last week and was appalud that we had to wait about 5-10 minutes to get the Video Relay Service on. We strongly feel regardless of what kind of device we have everyone must have an equal, speedy access just like our hearing counterparts in case of emergency or anything like that. Using VRS is just amazingly wonderful but having to wait is just terrible, nerve-wracking experience that no one should have to go through especially in this wonderful country. It should not apply only in California but everywhere in this country being it USA. Thank you!